



# Galway Rape Crisis Centre

SERVICES FOR SEXUAL  
TRAUMA & ABUSE

## OUR VISION

GRCC's vision is to lessen the impact and incidence of sexual violence and abuse and to achieve a society which no longer tolerates these crimes.

## OUR MISSION

GRCC is dedicated to providing a professional, caring and confidential counselling and support service for those in our community affected by sexual abuse and sexual violence. We also work towards ending cultural and societal tolerance of sexual violence through advocacy, awareness raising and education programmes.

## KEY SERVICES PROVIDED BY GALWAY RAPE CRISIS CENTRE

- Crisis Counselling Service for recent Victims of rape and sexual assault
- Freephone Helpline 1800 355 355
- Long-term therapy for adult survivors of childhood sexual abuse and past sexual violence
- Ballinasloe Outreach Counselling Service
- Gort Outreach Counselling Service
- Tuam Outreach Counselling Service
- Accompaniment to the Sexual Assault Treatment Unit SATU
- In house Garda accompaniment
- Free monthly Legal Clinic
- Court accompaniment
- Roll out of the Manuela Riedo Education programme
- Disclosure & Awareness raising training programmes
- NADA and capacitor support groups offered
- Statistics gathered through in house Database

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### Support

Supporting survivors of sexual abuse and their friends and families.

### Recovery/Healing

We respect that everyone has their own path to healing and needs support on that journey.

### Empowerment

Instilling a sense of strength and belief in those we help.

### Respect

### Integrity

### Education

### Non-Discriminatory

### Advocacy

### Empathy

### Experience

### Non-Judgemental

### Person Centred

## INTRODUCING GRCC

The Galway Rape Crisis Centre provides a quality professional counselling and support service for survivors of sexual violence and abuse from its premises at Foster Court, Galway and through its outreach branches in Ballinasloe, Gort and Tuam. We also offer education workshops of disclosure training, and Manuela Education programme in schools. We work towards an end to cultural and societal tolerance of sexual violence and abuse. The Centre was founded in 1984 by a group of women who were concerned about the lack of services for survivors of sexual abuse. By 2001 GRCC expanded its service to include Male survivors amalgamating the services of MASC (Male Abuse Survivors Centre) which had been formed a few years earlier. Since then it has grown to become the second largest rape crisis centre in Ireland. The Centre currently employs one full-time and 18 part-time staff, and has in the region of 7 volunteer counsellors, 14 volunteer Psychological support workers and numerous fundraising and other volunteers.

GRCCs work is overseen by a Board of Directors in order to meet criteria of transparency and accountability set by the Revenue Commissioners and Tusla. We have also signed up to the Governance Code for Community and Voluntary Organisations in Ireland, a clear indication of the pride that the Centre places on best practice in Governance.

## KEY FIGURES

JANUARY-DECEMBER 2018

362 Total Clients

207 New Clients

91 Accompaniments  
SATU, Garda, Court.

2831 Fulfilled  
Appointments

6,500 Social Media  
Followers

4485 Contacts to /  
from GRCC including  
Voice Calls, Texts and Email

## CHAIRPERSON'S REPORT ON BEHALF OF BOARD

As I complete my second year as Chairperson of the Board of the Galway Rape Crisis Centre (GRCC), I look back with some satisfaction on significant progress for the Centre in the course of the past year.

Before reflecting on some aspects of this progress, it would be remiss of me not to acknowledge the commitment and dedication of all the staff and volunteers associated with the work of the Centre. On behalf of the Board, I would particularly like to thank Executive Director Cathy Connolly and everyone else involved in the work of the Centre for their continuing outstanding contributions over the past year. I would also like to recognise the continued support of the serving Board members, Maire Furlong, Padraig McNeela, Kenneth Walsh, Maree O'Connell and Olivia Lavelle.

In the past year 2018 we have addressed many of the issues mentioned in my Chairman's report last year.

In particular, we have been very fortunate to engage with the Lifes2good foundation, who have been very supportive. Thanks to funding received from the foundation, we have been able to achieve a significant reduction in our waiting list.

We are also addressing the issue of the termination of our lease on the current property, and we are hopeful that we will make significant progress on this matter during the coming year.

I wish everyone associated with the Centre every success in the year ahead.

## BOARD OF MANAGEMENT 2018

Chairperson - Iggy Ó Muircheartaigh

Secretary - Máire Furlong

Treasurer - Ken Walsh

Board Members - Padraig McNeela, Maree O'Connell, Olivia Lavelle.



Beir beannacht.  
**Iognáid Ó  
Muircheartaigh**  
Chairperson

## EXECUTIVE DIRECTOR REPORT

Hello Friends,

2018 was another busy year for Galway Rape Crisis Centre (GRCC). It was a year in which we continued to support and work on behalf of those who suffer from sexual violence and abuse. We are constantly striving towards improving our service through awareness and fund raising.

The momentum of the '#Me Too' movement carried through into 2018, shining a light on the prevalence of the issue of sexual violence in society. One of the positive outcomes from the campaign was the discussion it initiated around the negative impact that the misuse of social media platforms have on the wellbeing of people engaging in them. The exposure of personal details online and the impact this had on their lives was evident during The Belfast Rape Trial. The coverage emphasised how difficult it is to deal with intrusive media coverage and the impact it can have on people's lives affected by sexual violence. Online pornography and its impact on users is a current issue and we need ongoing research to inform the sector of the correct processes to deal with the growing concerns.

In the second half of the year we began our dedicated Adolescent Clinic, supported by the Lifes2good Foundation. Through the auspices of the foundation we undertook a piece of research. This research showed the benefits of early engagement with our young clients and the positive outcomes that are achieved by doing so. We are extremely grateful to Lifes2good for their continued support which enables us to further meet the needs of our community and we are looking forward to our relationship growing stronger into the future.

Last year saw the end of the Manuela Riedo Foundation after ten years of amazing fundraising and awareness raising work. In November we hosted an evening to honour and thank the Board of the Foundation for their tremendous support for the centre throughout the ten years. We continued our work as strategic partners with Tusla in implementing the European Union funded Manuela Riedo Pilot programme, a comprehensive education programme on Sexual Consent and Healthy Relationships for Transition Year Students. As strategic partners with TUSLA we have successfully rolled out the pilot programme in second level schools throughout Galway and surrounding counties. Feedback from staff and their students has been very positive. Both are happy that this difficult subject is being addressed in a safe and secure setting for students.



**Cathy Connolly**  
Executive Director

Our goal is to continue to expand our educational service thereby helping to prevent future crimes of rape and sexual abuse. A key tool in achieving this goal is through engagement in meaningful and open debate about this very complex and difficult subject, dispelling rape myths and ending victim blaming.

Our clients and their welfare are the focus of our work. We support them from their initial contact with our Frontline staff in the centre through to our Counselling service. Our SATU services include highly trained SATU support workers who accompany our clients to the SATU clinic. We also have trained Court accompaniment volunteers who support survivors during their court cases. We are very pleased that during 2018 we expanded our Outreach Counselling services to Gort, Tuam and Ballinasloe. This has helped clients to access services throughout rural Galway.

The year also saw our usual annual fundraising events take place, such as Flag Day in June and the Ladies Lunch in September. Mayor Neil McNeilis also showed his support for GRCC by running the Streets of Galway for the centre in August. He also nominated Galway Rape Crisis centre as one of his charities for his Mayoral Ball. The Mayors' involvement throughout the year helped to raise our profile and we in the centre are very grateful to him for his help.

I would like to finish by thanking Tusla for their financial support. I would like to thank the board of the Lifes2good Foundation for their generosity and support. We are very fortunate to have a dedicated and hard working Board of Management in GRCC chaired by Iggy Ó Muirheartaigh for which we are grateful. Many thanks to all our supporters and volunteers, all of whom work to improve conditions for our clients. Your help is invaluable and we in GRCC are very grateful to all of you.

Finally I want to thank all the staff of GRCC for your unerring commitment to our mission and work. You work hard and are always available for our clients. We in GRCC strive to create a centre where clients feel safe and secure. To all our clients who have placed their trust in us I want to say thank you and I promise that we will continue to work on your behalf.

Thank you.

**Cathy Connolly**



Signing of Partner agreement between GRCC and Lifes2good Foundation. Cathy Connolly & Maurice McQuillan with Kathryn Berry and Marian Shiels of GRCC.

## COMPASSION AND UNDERSTANDING

Creating a culture of compassion & understanding around the survivors of sexual violence & abuse

## CLINICAL SERVICES

### COUNSELLING AND SUPPORT SERVICES

The first contact a survivor will make with us is generally through our telephone helpline. Through our helpline we offer support to regular clients, supporters of survivors, people who require information on the services we provide or those who wish to talk about issues relating to sexual violence or sexual abuse. Other times, the survivors contact us through email or Facebook. Also, when a client attends SATU (Sexual Assault treatment Unit) they are offered follow up services at GRCC.

### OVERVIEW

2018, in line with the last number of years, has seen a greater demand than ever for our service with an increased number of new clients and an increase in the overall number of clients coming for counselling to GRCC. (207 new clients with 362 clients seen over the year). Overall 2,816 face-to-face counselling sessions were taken up in the Centre in 2018.

We very much welcome the fact that more survivors are coming forward for help and we are glad to be able to offer support to those survivors. However, the increase in demand means that despite some extra funding from Tusla and the funding support from Lifes2good our resources remain stretched and we still have to operate waiting lists. We will continue to lobby and fundraise for more resources to support those who seek our help.

One of the significant features of 2018 was the establishment of an Adolescent Clinic. In the last number of years, we have had a relatively high number of young people contacting us for support with last year 11% of our clients

being under 18 and overall 35% of our clients being under 24. It became evident that we needed to provide a different support model for the young people (14- 24) who contact us, one which allows more immediate access to support and counselling for this age group. We were fortunate to have received funding from Lifes2good to enable us to set this up. Through the clinic we are able to provide young people with support in a more timely manner with counsellors who have experience of working with young people.

In relation to young people other trends that were apparent during the year was the increase in the incidence of young people experiencing sexual assaults or rapes at house parties or in the apartment or homes of other young friends or acquaintances. With this age group there has also been an increased in the use of sexual images in social media to bully, silence or shame. This can be particularly pernicious when it is used to intimidate a young person who may have already have experienced an assault or rape. Some of our young clients also reported the use of date rape drugs in relation to their sexual assault or rape.

In 2018 there was an increase in the number of adults over 50 who came forward for support and counselling. Different factors may have contributed to survivors of all ages feeling more empowered to come forward and look for help in relation to unwanted and traumatic experiences in the recent past or those of a more historic nature; experiences about which they may have previously felt to fearful or too silenced by society to look for help. Some of these factors may have been related to the “#Me Too” movement and the number of high

profile women and some men who have spoken out about the sexual violence and harassment they have experienced in different aspect of their lives. The definition of consent in the Sexual Offences Act (2017) and the subsequent debates around consent may have also been important factors.

The issue of consent and of what is seen as acceptable sexual behaviour continued to be heightened in 2018. Sexual violence still carries the stigma of shame and blame which prevent many survivors from disclosing their experiences, looking for help and support and reporting to the Gardaí.

The widely publicised Belfast Rape trial early in 2018 had quite a traumatic impact on many survivors of sexual violence. Many of our clients reported feeling very distressed and upset at the level of cross examination to which the victim was subjected and the very graphic details of the case as presented in the media.

Even though the Irish Courts system is different, getting justice through the legal process remains long and arduous with often unsatisfactory outcomes for survivors. The long wait for cases to be heard in court and the many postponements of cases often requested by the defence can lead to cases being dragged out for years with many survivors reported feeling their lives are ‘on hold’ until the case is over.

We welcome the proposed rolling out of the Garda Protection Services Unit in the west which is aimed at providing a more specialised and victim centred approach to victims of sexual and domestic abuse. We hope this will be a further step in facilitating survivors to access support through the legal system as the decision to make a complaint to the Gardaí can be a difficult one for many survivors.

### COUNSELLING SERVICE

A core part of our work in GRCC is providing short and long-term counselling to adults and adolescents who have experiences rape, sexual assault, child sexual abuse and other forms of sexual violence. We offer a professional and

confidential counselling service in a caring and safe environment. Through this counselling, the centre offers support to survivors and affords them the opportunity to be heard and have their experience validated and to examine how the experience they went through has impacted their lives. Through this work they are enabled to make positive changes in their lives.

All our counsellors are qualified and have had specialist training in working with sexual violence. Our clinical work is informed by current research and practice in the area of trauma, complex trauma and sexual violence

### ACCESSING OUR COUNSELLING SERVICE

When survivors contact GRCC they are offered an initial support and assessment meeting. During this first meeting, the client’s current situation is assessed, how they are coping right now, what means of support is available to them and what kind of support they are looking for from our service.

After the initial appointment survivors go on a waiting list to begin counselling. Ideally this would be within a short period of time, however, due to inadequate resources survivors the waiting times can be longer than we think is respectful or right given the distressing nature of what they have experienced.

If the survivor has experienced a recent sexual assault or is very distressed, we will try to ensure that the waiting time is as short as possible. Young people under 24 who come in are seen in the adolescent clinic where waiting times are shorter.

## SHORT TERM CRISIS COUNSELLING

Survivors of recent sexual assaults and survivors of other sexual violence can be very distressed and in crisis. This is often what leads the survivor to contact GRCC. During this 'crisis' time the survivor's coping skills are at a low level, leading them to feel overwhelmed and unable to deal with what has happened to them. Our frontline staff, who answer the telephone helpline will arrange an initial appointment after which they are offered some sessions of crisis counselling as soon as possible.

### REFERRAL TO GRCC

● SELF	51%
● RELATIVE/FRIEND	10%
● GP/SATU/GARDAI	17%
● OTHER SUPPORT SERVICE	4%
● SOCIAL/YOUTH WORKER	18%

## LONG TERM COUNSELLING

During long-term counselling, the client and counsellor identify the individual needs and goals, which form the basis of how the issues the client faces are dealt with in the counselling session. The survivor is also given the opportunity to examine the traumatic impact of the sexual abuse and/or violence and to build the resources be enabled to make positive changes in their lives.

## ADOLESCENT CLINIC

Young people under 24 who contact us are seen by one of our adolescent counsellors. This counsellor will support them through their time in GRCC. For clients under 18 the counsellor may involve parents or supporters in the work.

### AGE OF CLIENTS

● UNDER 25	35%
● 26 - 40	34%
● OVER 40S	31%

## MALE CLIENTS

GRCC has a counselling and support service that specifically caters to male survivors of sexual violence. It is similar to that offered to female survivors, but because it is orientated towards men it endeavours to remove the taboo and isolation surrounding the issue. Males have the option of seeing a male counsellor if that is more comfortable for them.

**Male clients represented 9 percent of clients/Supporters at GRCC in 2018.**

"As a man I thought a Rape Crisis Centre was only for women, so when I was referred there I was pleasantly surprised to find that I was most welcome and GRCC provided a male counsellor for me."

GRCC Client

## LOCATION OF ABUSE

Abuses can occur in various different locations but are more likely to happen in a setting familiar to the survivor, most typically as in half of the cases, in their own home or in the home of someone they know.

### LOCATION OF ABUSE

● SURVIVORS HOME	15%
● ABUSERS HOME	31%
● OUTSIDE/CAR	9%
● OTHER/UNKNOWN	45%

## RELATIONSHIP TO ABUSER

In the 142 reported incidents, Child sexual assault CSA, accounted for 84 of them, with over 80 percent of those incidents involving the perpetrator as known to the survivor. The other 54 incidents reported as adult assault were by 79 percent known perpetrators. This contradicts the most common perception that sexual violence is most frequently perpetrated by a person/s unknown.

### RELATIONSHIP TO ABUSER

● AQUAINTANCE/FRIEND	55%
● PARTNER/EX-PARTNER	17%
● FAMILY MEMBER	4%
● STRANGER	21%
● OTHER	4%

## COMPLAINT FILED

From the data below we can see that many clients do not report to the Gardaí, but in 2018 less than a quarter of clients made an official complaint which is an decrease of 7% on last year's figures. Unfortunately there is a very low conviction rate in Ireland and this can often be a reason for clients deciding not to officially report to the Gardaí. Also for many survivors the perpetrator is often someone close to them and this creates more complexities in terms of reporting. The GRCC supports any client who chooses to report to the Gardaí and to proceed with legal proceedings, but the client is under no obligation to take any steps that he or she is not comfortable with.

### COMPLAINTS FILED

● REPORTED TO GARDAI	23%
● NOT REPORTED	77%

## OUTREACH SERVICES

The GRCC Outreach Services are available in Ballinasloe and Gort since 2013. 2018 saw the addition of Tuam as a region. Outreach services provide accessible and affordable counselling for those living in the towns of Ballinasloe, Gort, Tuam and the surrounding rural areas. These centres were established in response to an informal needs-based assessment at that time.

This assessment showed that not everyone could travel to Galway city for counselling because of work or school commitments, while many others

did not have access to transport or were unable to afford the costs involved in travelling from these rural areas into Galway city. Providing an invaluable and essential service, GRCC Outreach Services makes a difference to the lives of many people who would otherwise be unable to avail of its support.

To date the outreach services has been accessed by members of the general community, the travelling community, Syrian refugees and young teenagers.

## SUPPORT SERVICES

GRCC facilitates several support groups for survivors of sexual violence including Ear acupuncture (NADA) and Capacitar. The aim of these support groups is to remove the isolation the survivors feel within society, experience support from people with similar experiences and to learn new coping skills such as meditation and mindfulness.

The Capacitar group meets on Wednesdays from 1pm to 2pm. Capacitar connects the mind and body to combat negative thoughts and manage anxiety using guided mediation, Acupressure, Mindfulness techniques, Visualisation and breathing exercises. Tai Chi body movement is incorporated to promote serenity through gentle movement.

*"Our vision is to lessen the impact and incidence of sexual violence and abuse and to achieve a society which no longer tolerates these crimes."*

## EDUCATION

Developing & delivering programmes & services to educate the youth and help prevent future instances of sexual violence & abuse

## EDUCATION AND RAISING AWARENESS

### DISCLOSURE TRAININGS IN 2018

GRCC provide what we call "Disclosure Training" to our own volunteers, student and professional groups on an ongoing basis. The need for such training originally arose with the establishment of the GRCC when we realised that anyone associated with the centre - even in the capacity of shaking a bucket on our flag days - was open to being approached by someone who has suffered sexual abuse or violence in reaching out for help. We realised the importance of having all of our volunteers trained to deal with such disclosures appropriately and sensitively, and to have the appropriate information and protocols available to help people. Over the years, we have evolved and refined the training, and demand for it has increased from many sectors dealing with the general public, as well as people from a very broad range of helping professions, in both public and private practice.

The half day course provides participants with the skills and knowledge to deal appropriately with a disclosure of sexual violence, in settings where this is likely to occur. The training is delivered by GRCC counsellors with extensive client experience and training skills.

The aims of the training are to:

- Increase awareness of the causes and effects of sexual violence
- Increase awareness of the causes and effects of sexual violence
- Examine attitudes, values and beliefs about sexual violence
- Promote an understanding and give opportunity to practice scenarios involving a disclosure of sexual violence
- Introduce the work of Galway Rape Crisis Centre, and give information on the broad range of services we aim to provide

In 2018, we delivered the training to COPE and groups set up by both the student union and School of Psychology in NUIG, and to a student's union group for Sexual Health & Awareness week in GMIT, as well as running it on a number of occasions for our volunteers, including Board Members. Participants at all of these trainings included students from all modalities, student's union staff, faculty members involved in developing their own consent programme, secondary school teachers and a number of complementary therapists. We gather feedback from participants on an ongoing basis. We constantly hear how helpful the training has been and we have past participants urging friends, colleagues and fellow students to contact us in relation to future trainings. Professional groups and participants pay for the training to be delivered and we tailor the training and roleplays to each particular group's needs. Training is delivered for free to anyone volunteering for us.

All enquiries can be directed through [admin@grcc.ie](mailto:admin@grcc.ie) or to Della Holian, Orla McGuinness and/or Kathryn Berry on 091 564800.



## RAISING AWARENESS

Challenging myths and misunderstandings that surround sexual abuse, rape & violence

### THE MANUELA PILOT EDUCATION PROJECT

The development of this programme was initiated by the Manuela Riedo Foundation which was founded in Galway in 2009 in memory of Manuela Riedo a seventeen year old Swiss student who was sadly raped and murdered in one of Galway's darkest days in October 2007. This pilot is Manuela's Legacy...

The collaborative process has taken many years and the current Pilot Project is jointly funded by the Rights, Equality and Citizenship (REC) Programme of the European Union, Tusla and the MRFI. It is being implemented by TUSLA, and Galway Rape Crisis Centre are strategic partners. The thirty month pilot will cover 120 roll-outs in Irish secondary schools, facilitated by four project workers based in Galway, Kerry, Dublin and Wexford. The aims of the Manuela Programme are to engage young people in a dialogue that looks at attitudes, knowledge and skills in relation to Consent, Healthy relationships and Sexual violence prevention.

Young people who participate in the programme will be able to:

- Demonstrate an enhanced knowledge of what constitutes sexual violence and its impact.
- Recognise what constitutes a healthy or unhealthy relationship.
- Challenge social norms that are tolerant of sexual violence.
- Develop attitudes that contribute towards equality.
- Make healthier choices in the context of influences in the world around them.

- Be knowledgeable about relevant support services and structures.

The development of this programme was initiated by the Manuela Riedo Foundation which at the end of the 2018, approximately one thousand students had participated in the programme across Ireland, and there is currently a waiting list of schools who want to host the pilot. This project has so far exceeded our original expectations. It has been so well received by schools in all four corners of the Isle and students continue to shape and enhance the programme by contributing to research being compiled in NUIG.

Michelle Caulfield GRCC



Manuela Riedo

## MANUELA

A Celebration of 10 Years of the Manuela Riedo Foundation

In November '18, we held an event at GRCC to give thanks to the Manuela Riedo Foundation as it wound down its operations. The Foundation was founded in 2009 by a group of concerned community members after the rape and murder of language student Manuela Riedo in Galway city in October 2017. Manuela was just seventeen when her life was brutally taken two days into what was supposed to be a two week language learning and cultural stay in Galway. Manuela's death had a profound effect on the people of Galway who were shocked and disgusted that something so horrific could happen a visitor to their city.

The Manuela Riedo Foundation focused on helping victims of sexual violence by providing financial assistance to agencies and organisations throughout Ireland who provide support services to those affected by sexual violence. The foundation contributed massively to the Galway Rape Crisis down through the years, and their support allowed us decrease our waiting lists, amongst other things. The Foundation facilitated the coming together of the 16 Rape Crisis Centres in Ireland and the Rape Crisis Network Ireland (RCNI) to develop an Education Programme on Sexual Consent and Healthy Relationships aimed at Transition Year students.

We would like to take this opportunity to once again express our gratitude to the Manuela Riedo Foundation for its massive contribution

to the work of the Galway Rape Crisis Centre. For the past 10 years the foundations members have given their time and energy to ensure Manuela was never forgotten; their hard work and dedication is a testament to what can be achieved when people come together to work towards a common goal.

Thank You.



Olivia Hamrock Chairperson MRFI & Cathy Connolly Executive Director GRCC

## ADVOCACY

We offer support to everyone regardless of the path they choose & help bridge the gap by linking with other relevant agencies

### ADVOCACY & SERVICE ACCOMPANIMENT

As an additional support, the Centre offers clients accompaniment to services such as doctors, solicitors, the Courts or the Gardaí and can also contact an agency on the client's behalf. We also organise reporting to Gardaí in the Centre's premises if the client would feel more comfortable. Counsellors can support survivors with writing Victim Impact Reports post-conviction. In 2018, 7 clients and over 15 family members, were supported with Court Accompaniment over a period of 14 days of trial. 14 clients were supported with Garda Accompaniment in our premises. It is often necessary for clients to attend court more than once and GRCC staff will support the client throughout the process. GRCC clients can also access legal advice through our monthly free Legal Clinic.

### SEXUAL ASSAULT TREATMENT UNIT (SATU)

The Sexual Assault Treatment Unit (SATU) provide specialist care for females and males aged 14 years and over who have been recently sexually assaulted or raped. Our Psychological

Support Workers (PSW)'s are part of a specialist team of SATU staff who provide easily accessible holistic services, in a supportive and sensitive manner. The service addresses the medical, psychological and emotional needs and appropriate follow up care for survivors of sexual crime. This includes provision of treatment such as emergency contraception and medication to reduce the possibility of developing a sexually transmitted infection.

The SATU services respond to requests from the Gardaí for the collection of forensic evidence to aid the legal process. If a person wishes to report an incident to An Garda Síochána, this should be done as quickly as possible. SATU also provide services for people who do not wish to report the incident to the Gardaí. There is no charge for any of the SATU services or follow up appointments.

**SATU service can be contacted at any time via An Garda Síochána, or by contacting the Galway unit 091 765751 or 0876338118 Mon-Fri 08.00- 16.00.**

### PSYCHOLOGICAL SUPPORT

Our Psychological Support Workers (PSW)'s provide 24/7 psychological support and Advocacy within the Galway SATU. This support is available to survivors in the aftermath of a sexual assault. All our PSWs receive specialist training and are provided with a solid support structure. The team is led by our SATU Services Manager Bernadette Daly who has developed and managed this service provided by GRCC since the SATU unit opened in 2009.

*I am honoured to work with incredible women who give so freely of their time to support survivors. Their unwavering courage to walk into difficult situations to support and advocate for a fellow human, is humbling and truly selfless. This essential service would not exist without them and neither would the valuable work they do in supporting survivors"*

*Bernadette Daly, GRCC SATU Service Manager*

In 2018 Our PSW Team provided psychological support and advocacy for 69 survivors of whom:-

PSYCHOLOGICAL SUPPORT	
FEMALE	68 (98.5%)
MALE	1 (1.5%)

The counselling I received in GRCC has given me back my confidence, and made me realise the abuse I suffered really was not my fault

I was afraid coming to GRCC but the counsellor reassured me and I wasn't frightened. After coming I was calmer and better able to make realistic choices. The service was very grounding, calm, safe and trusting. The GRCC saves people's lives, their sanity, restores families, thank you for your help and support

I have received precious advice, techniques and listening skills over the last few months. Counselling has helped me to grow and leave some of my luggage behind

I will be forever grateful to GRCC , getting help has saved my marriage & allowed me to be the dad I've always wanted to be to my twin girls.... CSA Survivor

I was afraid to come here but it was calm and bright and safe. The service has given me back my life. I think the GRCC carries out lifesaving work and it is difficult to hear that they need to fundraise to keep the work going. The service has helped me more than I can say

I wasn't sure what to expect but I got a calm, safe, non-judgemental environment

My counsellor has changed my life for the better forever and that is my strongest impression of the centre

GRCC has taught me the skills to cope in hard times and has given me more of an ability to deal with Life, both bad and good

## HELPLINE STATISTICS 2018

The helpline is available from 10am to 1pm Monday to Friday. There were 4,485 calls, texts and emails to/from the centre in 2018. This is an increase on 2017 and the numbers remain at a consistently high rate since 2012, which is remarkable considering that the helpline continued to be available for half the time than it was in 2012.

The helpline is generally how women and men make their first contact with GRCC. It is the most important, and usually the most common point of contact for our clients when they are seeking the services of GRCC, and the 1800 number allows our clients to contact us free of charge and confidentially.

The helpline is available from 10am to 1pm Monday to Friday. There were 4,485 calls, texts and emails to the helpline in 2018. This vital service is often the first contact survivors have with the centre.

The way that people are now contacting GRCC is changing, we see an 8percent increase in the Clients using text messages to contact the centre and more people sending emails as first point of contact. Social media is also playing a big role with much of our latest information being placed on the GRCC website or other platforms such as Facebook. Texts and emails are a more flexible way for clients and supporters to contact and engage with GRCC. Rape and sexual violence is the ultimate theft of self-control and often leads to a breakdown in the victim's sense of self-worth. The stigma and shame attached to rape is often the biggest barrier victims need to overcome in order to come to terms with what has happened therefore having different methods of making that first contact is extremely important.

Many more women than men contact the helpline and this is reflected in the numbers of clients attending GRCC for counselling. Over 70percent of helpline contacts to the centre were from survivors themselves. Supporters accounted for 8 percent of callers. Drop-in counselling appointments can also be arranged for supporters which benefits the survivor in the long run too.

We have seen an increase in contact by people from other professional organisations and services and particularly those who work with

young people. This represents an improved understanding by agencies of the stigma surrounding sexual abuse and sexual violence. Professionals contacting the centre accounted for nearly 19percent of callers.

There is no way to tell before the call is answered who might be on the other side and just how important that first phone call can be to a survivor as they start on a challenging path to unburdening themselves from the impacts sexual violence has had on their lives.

### HELPLINE STATISTICS

VOICE CALLS	39%
TEXTS	53%
EMAIL/ LETTER/ SOCIAL MEDIA	8%

Galway Rape Crisis Centre Company Limited by Guarantee (A company limited by guarantee, without a share capital)

## SUPPLEMENTARY INFORMATION RELATING TO THE FINANCIAL STATEMENTS

DETAILED INCOME AND EXPENDITURE ACCOUNT  
for the year ended 31 December 2018

	2018	2017
<b>INCOME</b>		
Tusla S.59 funding	404,250	372,000
Other grants	-	8,000
Donations	43,872	31,706
Fundraising Income	38,813	41,999
E U Project	115,994	25,028
Lifes2Good income	27,692	-
Manuela Riedo Foundation Grant	22,293	7,830
Other income	9,483	5,749
Rent receivable - other income	14,400	14,400
	<u>676,797</u>	<u>506,712</u>
<b>EXPENDITURE</b>		
Wages and salaries	472,455	348,542
Social welfare costs	50,394	34,431
Staff defined contribution pension costs	16,340	15,746
Staff training	3,584	1,079
Contracted counselling services	11,498	7,841
Fundraising expenses	966	737
Relief Staffing	20,990	21,380
Manuela Riedo Foundation Costs	-	441
Rent payable	207	154
Insurance	3,386	2,258
Lifes2good expenses	7,182	-
Light and heat	8,603	6,772
Cleaning	2,176	2,267
Repairs and maintenance	1,511	3,198
EU Project expenses	13,400	3,550
Printing, postage and stationery	3,087	2,898
Advertising	4,045	2,262
Telephone	3,739	3,274
Computer costs	1,466	1,693
Hire of equipment	959	1,699
Travel & subsistence expenses	2,769	2,717
Security	403	995
Supervisors	11,298	7,757
SATU costs	3,452	3,464
Client expenses	397	-
Legal and professional	420	9,284
Accountancy	6,551	4,064
Bank charges	645	499
Canteen	2,652	1,611
General expenses	1,569	5,900

## SUPPLEMENTARY INFORMATION RELATING TO THE FINANCIAL STATEMENTS

DETAILED INCOME AND EXPENDITURE ACCOUNT  
for the year ended 31 December 2018

Subscriptions	350	1,083
Auditor's remuneration	3,813	3,813
Depreciation	2,648	2,489
	<hr/>	<hr/>
	662,955	503,898
	<hr/>	<hr/>
Miscellaneous income		
Bank interest	81	3
Other gains and losses	20,000	(20,000)
	<hr/>	<hr/>
	20,081	(19,997)
	<hr/>	<hr/>
Net surplus/(deficit)	33,923	(17,183)

The company has no recognised gains or losses other than the surplus for the year. The results for the year have been calculated on the historical cost basis. The company's income and expenses all relate to continuing operations.

Approved by the board on 20 May 2019 and signed on its behalf by:

Iognaid O'Muircheartaigh  
Director

Kenneth Walsh  
Director

## FUNDRAISING 2018

Fundraising within GRCC was busy during the year with events such as M&S Bag packing, Streets of Galway, WLAC Cycle, and our annual events Flag Day and Church gate Collections. These events were well supported by the people of Galway City and County both in a volunteering capacity and as contributors.

GRCC was also nominated NUIG Student Union Charity of the Year and GMIT Charity of the Year, these were both amazing opportunities to promote awareness throughout the colleges of GRCC services and to raise vital funds through student fundraising activities.

## 2018 FUNDRAISING EVENTS



Our deepest appreciation goes to the Volunteers and Supporters who have helped us this year. You have made a difference in the lives of Survivors.

## GRCC ALWAYS NEEDS YOUR HELP!

Individuals and groups can organise fundraising events for the GRCC. Table quizzes, gigs and karaoke nights are fun events that raise a lot of money for the centre. The GRCC is so grateful to any volunteers who organise events and give their time for bucket collections and bag packing.

### DONATIONS

All donations make a difference. All monies donated to GRCC are channeled back into the centre to provide our core services. You can donate in a few ways:

### DONATE ONLINE

You can donate online on our website [www.galwayrcc.org](http://www.galwayrcc.org) or by visiting [www.idonate.ie](http://www.idonate.ie) and selecting our charity.

### SPONSORSHIP

Sponsoring or part sponsoring one of our fundraising events.

### POST

Send a cheque, bank draft or postal order made payable to Galway Rape Crisis Centre, The Lodge, Forster Court, Galway, Ireland.

### STANDING ORDER/DIRECT DEBIT

To make regular ongoing donations to GRCC go to our website [www.galwayrcc.org](http://www.galwayrcc.org). Under the fundraising section there is a direct debit form which can be filled up online, printed off and sent to your bank and they will do the rest.

### BECOME A FUNDRAISING VOLUNTEER

Volunteers play a major role with GRCC and have done so from our foundation in 1984. From holding a bucket to organising an event, volunteers over the years have contributed significantly to the financial needs of our centre. We desperately need volunteers and if you would like to become a volunteer with the Fundraising team please complete the form on the fundraising page on our website: [www.galwayrcc.org](http://www.galwayrcc.org), or contact us at [admin@grcc.ie](mailto:admin@grcc.ie).

**If you have been affected by any of the issues raised here, please contact the Galway Rape Crisis Centre Helpline on 1800 355 355**

## GRCC IS GRATEFUL FOR THE SUPPORT OF THE FOLLOWING FUNDERS:

**TUSLA**

An Ghníomhaireacht um  
Leanaí agus an Teaghlach  
Child and Family Agency



*Manuela Riedo Foundation*

**AND THE GENEROSITY OF THE PEOPLE OF GALWAY**



## **Galway Rape Crisis Centre**

SERVICES FOR SEXUAL  
TRAUMA & ABUSE

The Lodge  
Forster Court  
Galway  
091 564800  
Email: [admin@grcc.ie](mailto:admin@grcc.ie)  
Website: [www.galwayrcc.org](http://www.galwayrcc.org)

